

Communications Committee 23 February 2012

Name change project update

Executive summary and recommendations

Introduction

This paper provides an update to Communications Committee on the project to change the HPC's name to the Health and Care Professions Council, subject to parliamentary approval, on 1 August 2012.

Decision

The Committee is asked to note the report.

Background information

Because it impacts every department within the HPC the name change has been designated a major project and a comprehensive project plan implemented. This plan is monitored and reviewed on a regular basis by the project board and reported in the usual way to EMT and to Council through the Chief Executive's operational report.

A presentation will be tabled at the Communications Committee meeting on Thursday 23 February to update members on the progress of the development of the new logo and revised visual identity guidelines.

Resource implications

The Director of Communications is project sponsor and the Publishing Manager is project lead and time has been allocated accordingly to the management of this project. However, the project impacts every department across the organisation and resource has been identified and allocated within each area to undertake the necessary work that is required within the project plan.

Financial implications

All activities associated with this project will be accommodated through the project budget.

Attachments

Name change – communications plan
Name change – project plan

Name change project update

Progress

The Project Board is meeting fortnightly to monitor the issues and risk log and review progress against the project plan. Any queries or issues that have been identified as part of the ongoing work have been resolved as they arise, for example seeking advice on communicating changes to direct debit mandates as a result of the name change as well as contacting the Plain English Campaign regarding the potential amendments to documents and continuing to use existing Crystal Marks.

We are currently finalising the revised logo and associated variants – these include a bilingual English / Welsh version of the logo, the HPC Registration logo (for registrant use) and a version for use across social media channels (LinkedIn, Twitter, Facebook). We are also clarifying how and where the new strapline will be used ('Regulating health, psychological and social work professionals').

At meetings on Tuesday 6 March and Friday 9 March the Project Team, which consists of representatives from across the organisation, will be briefed on the new logo and provided with a confirmed list of the necessary amendments to materials. This will include guidance on how and where the revised logo should be used, what amendments need to be made (name or organisation, lists of professions regulated, references to our governing legislation, and how registrants are referred to). Work will then begin on making amendments – particularly to internal forms, standard letters and other documents where there are numerous amendments to be made.

It is a statutory requirement that the necessary amendments to admission forms are approved by the Education and Training Committee, and a paper will also go to the March meeting of Council to outline the changes being made. Because the change is subject to parliamentary approval, no changes will be made public until after Royal Assent of the Health and Social Care Bill. This is currently expected to be in mid-May. This project is being reported on in the usual way – including weekly Highlight Reports to the Executive Management Team.

Note on approach

It is anticipated that all external communication channels will be ready with the new name and logo from Wednesday 1 August. This will include our online presences and all printed publications and downloadable forms and policies, as well as display materials such as signage at Park House.

Communications

A communications plan has been drafted (attached). This covers aspects of internal and external communication with a range of stakeholders. Please note that this **only** covers activities which are not already included in the Name Change Project Plan or the Social Worker Project Plan. The timing of the name change – and the reason for it – mean that much of the communication activity around the onboarding of social workers in England will also allow us to communicate our change of name.

Name change – Communication plan

Objectives

To ensure that all internal and external stakeholders are aware of the name change.

Key messages

The change of name is designed to reflect our extended remit and the diversity of the professions we regulate.

The change is being managed in a cost-efficient way and is funded by the Department of Health.

The new name is set out in the Health and Social Care Bill, which also makes provision for regulation of the social workers in England by the HPC.

Key audiences

- Employees
- Council and committee members
- Partners
- Registrants (including prospective registrants)
- Education providers
- Professional bodies and other key stakeholders
- Service users and members of the public

Notes

Change of name will take place on 1 August 2012.

Communication with external suppliers is covered in the main project plan.

Key activities

*Part of social workers onboarding Comms plan.

Date	Activity	Lead	Audience
November 2011	Article in HPC Update	DK	Employees
	Intranet article	JJ	Employees
	Note of web re. registration logo	JJ	Registrants
December 2011	Meet the HPC events (slides)	SC	Registrants
January 2012	Info in Education Update	Brendon	Education providers
February 2012	Article in HPC Update	DK	Employees
	All-employee briefing	JL to brief MS	Employees
	Bath and Birmingham Meet the HPC (slides)	SC	Registrants
March 2012	Thursday 1 March: Paper to Council to agree all changes	JJ	Council
	Start work on "We are changing our name" flyer	JJ / DK	Registrants / all external stakeholders
	Briefing to Project Team and Comms	JJ	Employees
April 2012	Article in HPC In Focus	JJ	Registrants

	Design and print "We are changing our name" flyer	JJ / DK	Registrants / all external stakeholders
	Info in HPC Update	DK	Employees
	Update FAQs on web (to include name change info)	DK / Policy	All external
	Meetings with professional bodies (ongoing) – NB hearing aid dispensers and chiropodists will receive HCPC card and certificate	MP / LD	Stakeholders
May 2012	Include "We care changing our name" flyer in all correspondence across the organisation (after Royal Assent only)	All	All external
	HPC Update (cover Royal Assent)	DK	Employees
	Media release, social media updates and news story announcing royal assent - to include spotlight on homepage of website *	EG / AM (out of scope of this project)	All external
	Info in Education Update (date tbc)	Brendon	Education providers
	Joint mailing with GSCC to social workers in England *	Out of scope	Prospective registrants
	Naidex National – use up all existing stock of pens, pencils, post-its and bags at external events	SC	Registrants / public

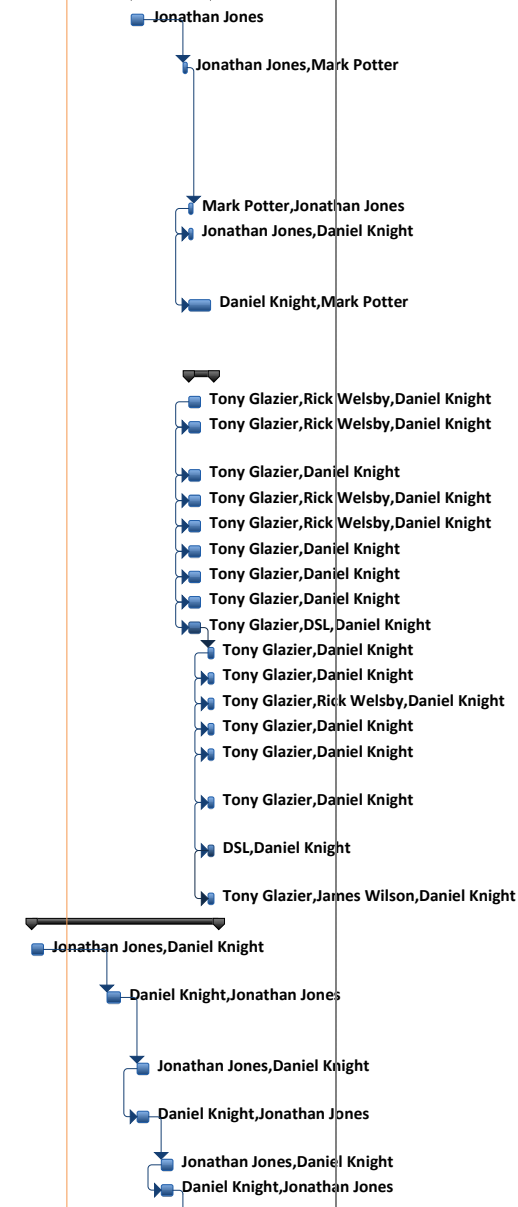
June 2012	Email to Partners	Partner Manager	Partners
	Email to stakeholder list	MP	External
	Social worker education provider meetings	TBC	Education Providers
	Amend all autosignatures re forthcoming change	IT	All external / employees
	All-employee meeting (14 June)	JL to brief MS	Employees
July 2012	Flag in HPC Update	DK	Employees
	Jonathan and Daniel web training re changes	JJ / DK / TG	Internal
	Joint letter from GSCC and HPC re transfer*	Out of scope	Prospective registrants
August 2012	Launch of public awareness campaign*	Out of scope	Public
	Mid-August: invitation to renew to registrants by end November*	Out of scope	Registrants (social workers in England)
September 2012	Public awareness campaign (ongoing)*	Out of scope	Public

Out of scope

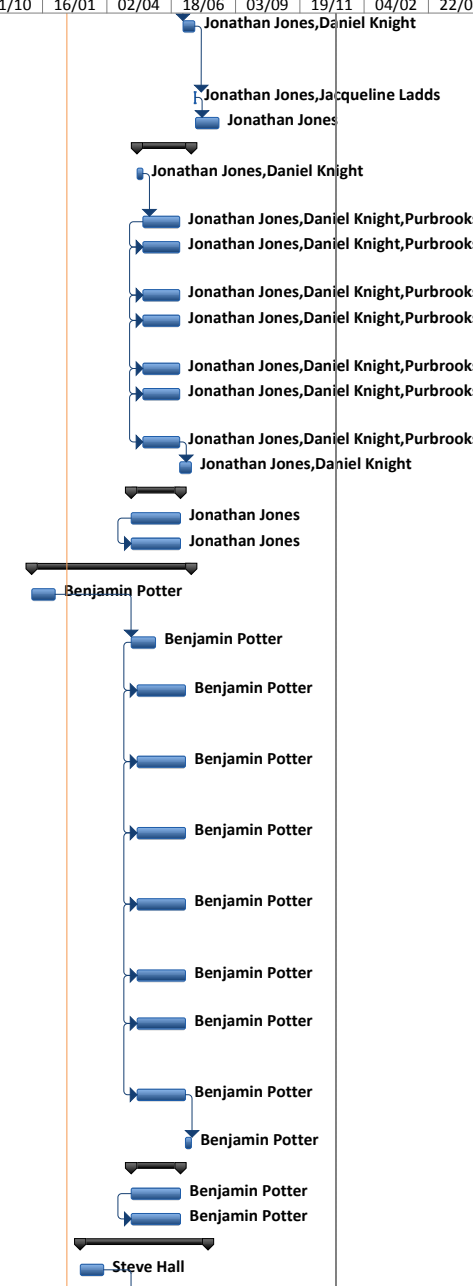
- All publications and exhibition display materials will be updated, where necessary, as part of the name change project.
- Letterhead and business cards will be updated as part of the main project so are not included in this Comms plan.

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	ber	01 April	11 September	21 February	01 August	11 January	21 June	01 Decem								
							27/12	14/03	30/05	15/08	31/10	16/01	02/04	18/06	03/09	19/11	04/02	22/04	08/07	23/09	09/12	
0		20111104 Project Plan v1.2	402 days	Wed 01/06/11	Mon 31/12/12																	
1		Project Initiation	194.88 days	Wed 01/06/11	Fri 02/03/12																	
2	✓	Define business owners and project team	20 days	Wed 01/06/11	Wed 29/06/11																	
3	✓	Compile cost gathering spreadsheet	45 days	Wed 29/06/11	Wed 31/08/11	2																
4	✓	Sign off cost gathering spreadsheet	5 days	Wed 31/08/11	Wed 07/09/11	3																
5	✓	Compile activity and resource requirements	45 days	Wed 07/09/11	Wed 09/11/11	4																
6	✓	Sign off on activity and resource requirements	2 days	Wed 09/11/11	Fri 11/11/11	5																
7	✓	Develop communications strategy	60 days	Fri 11/11/11	Wed 08/02/12	6																
8	✓	Finalise and sign off communications strategy	5 days	Wed 08/02/12	Wed 15/02/12	7																
9		Develop quality plan	12.88 days	Wed 01/02/12	Fri 17/02/12	7SS																
10		Finalise and sign off quality plan	10 days	Mon 20/02/12	Fri 02/03/12	9																
11		Project Build: Programme of changes to external-facing products	337 days	Wed 01/06/11	Thu 27/09/12																	
12		Paper on name change for ETC drafted	30 days	Tue 03/01/12	Tue 14/02/12																	
13		Meet with legal advisor re Intellectual Property issue of registering logo	10 days	Wed 01/02/12	Wed 15/02/12	12FF																
14		Specify Requirements with Business Owners (finalised logo, agreed wording for documents etc)	1 day	Mon 27/02/12	Tue 28/02/12																	
15		Paper on name change submitted to ETC	1 day	Mon 27/02/12	Tue 28/02/12	12																
16		Communications	309.88 days	Wed 01/06/11	Fri 17/08/12																	
17		Visual Identity Changes	302 days	Wed 01/06/11	Wed 08/08/12																	
18		Revise the organisation's visual identity guidelines to incorporate a revised HPC registration logo and strapline	30 days	Wed 01/06/11	Wed 13/07/11																	
19		Commission agency to redraw the logo	20 days	Wed 01/06/11	Wed 29/06/11	18SS																
20		Redraw the registration logo	30 days	Wed 29/06/11	Wed 10/08/11	19																
21		Make changes to Welsh identity	30 days	Wed 29/06/11	Wed 10/08/11	20SS																
22		Refresh of visual identity	30 days	Wed 29/06/11	Wed 10/08/11	21SS																
23		FTP online video on website	60 days	Mon 02/04/12	Mon 02/07/12	22SS																
24		Reception Plasma TV	5 days	Wed 01/08/12	Wed 08/08/12	23																
25		Procure New Banners	49 days	Mon 02/04/12	Thu 14/06/12																	
26		Engage with Infinite Design	5 days	Mon 02/04/12	Tue 10/04/12																	
27		Make changes	5 days	Tue 01/05/12	Tue 08/05/12	26																
28		Review new banner design (up to four cycles of review and revision)	20 days	Wed 09/05/12	Thu 07/06/12	27																
29		Infinite Design make revisions	20 days	Wed 09/05/12	Thu 07/06/12	28SS																
30		Sign off on changes	5 days	Fri 08/06/12	Thu 14/06/12	29																
31		HPC Branded Products	76 days	Tue 01/05/12	Fri 17/08/12																	
32		Engage with Europa re envelopes	5 days	Tue 01/05/12	Tue 08/05/12																	
33		Europa make changes to envelopes	20 days	Wed 09/05/12	Thu 07/06/12	32																
34		Sign off on changes to envelopes and goods received	5 days	Fri 08/06/12	Thu 14/06/12	33																
35		Engage with Bown Enterprises re Conference Bags	5 days	Mon 16/07/12	Fri 20/07/12																	
36		Engage with All Wag Promotions Limited re branded table cloths for events	5 days	Mon 30/07/12	Fri 03/08/12																	
37		Engage with Pitlane Promotions Limited re Pens, Pencils, Post-its, Umbrellas	5 days	Mon 30/07/12	Fri 03/08/12																	
38		Engage with Bown Enterprises re Cotton Event Bags	5 days	Mon 30/07/12	Fri 03/08/12																	
39		Suppliers make changes	5 days	Mon 06/08/12	Fri 10/08/12	36,37,38,35																
40		Sign off on changes and goods received	5 days	Mon 13/08/12	Fri 17/08/12	39																

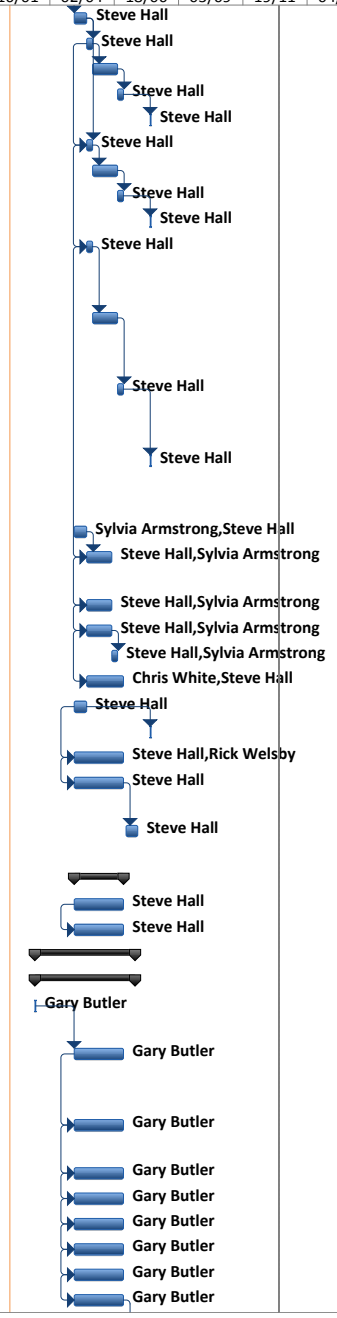
ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	ber	01 April	11 September	21 February	01 August	11 January	21 June	01 Decem
							27/12	14/03	30/05	15/08	31/10	16/01	02/04	18/06
41		Mailings to stakeholders	65.88 days	Tue 01/05/12	Fri 03/08/12									
42		Guidance on change of main corporate logo released to education providers	10 days	Tue 01/05/12	Wed 16/05/12									
43		Stakeholder emails drafted (ALMO, Deepstore, Europa Quality Print, Education providers, IELTS, IMI, Keesing, Kroll, Maintel, NIMIC (re IMI/Europa database), Royal Mail, Service Point, Streamline, Worldpay, UK NARIC)	5 days	Mon 02/07/12	Fri 06/07/12	42								
44		Stakeholder emails sent	5 days	Mon 09/07/12	Fri 13/07/12	43								
45		Contact Registrants who have downloaded the registration logo to inform them that this has changed	5 days	Mon 09/07/12	Fri 13/07/12	44SS								
46		Change name with international organisations HPC is members of - such as IAMRA and CLEAR.	20 days	Mon 09/07/12	Fri 03/08/12	45SS								
47		Website Changes	22 days	Mon 09/07/12	Wed 08/08/12									
48		Main website (logo amends throughout)	10 days	Mon 09/07/12	Mon 23/07/12									
49		Main website (headers and footers and html metadata)	10 days	Mon 09/07/12	Mon 23/07/12	48SS								
50		TV section of main HPC website (logo)	10 days	Mon 09/07/12	Mon 23/07/12	49SS								
51		TV section of main HPC website (metadata)	10 days	Mon 09/07/12	Mon 23/07/12	50SS								
52		HPCheck (logo)	10 days	Mon 09/07/12	Mon 23/07/12	51SS								
53		Health Regulation Worldwide (logo)	10 days	Mon 09/07/12	Mon 23/07/12	52SS								
54		CMS (logo)	10 days	Mon 09/07/12	Mon 23/07/12	53SS								
55		HPC blog (logo)	10 days	Mon 09/07/12	Mon 23/07/12	54SS								
56		Online registration portal (logo and metadata)	10 days	Mon 09/07/12	Mon 23/07/12	55SS								
57		Main website (text amends throughout)	5 days	Wed 01/08/12	Wed 08/08/12	56								
58		HPCheck (content)	5 days	Wed 01/08/12	Wed 08/08/12	57SS								
59		HPCheck (domain name)	5 days	Wed 01/08/12	Wed 08/08/12	58SS								
60		Health Regulation Worldwide (content)	5 days	Wed 01/08/12	Wed 08/08/12	59SS								
61		iPhone app (logo on splash screen only and text amends)	5 days	Wed 01/08/12	Wed 08/08/12	60SS								
62		New logo request form and facility to download new logo	5 days	Wed 01/08/12	Wed 08/08/12	61SS								
63		Online Trust Register (Multiple Search Register)	5 days	Wed 01/08/12	Wed 08/08/12	62SS								
64		Online registration portal (content)	5 days	Wed 01/08/12	Wed 08/08/12	63SS								
65		Publications Amended	155 days	Tue 03/01/12	Tue 14/08/12									
66		Ensure storage facilities available for publications (HPC and HCPC)	10 days	Tue 03/01/12	Tue 17/01/12									
67		Provide Purbrooks with requirements for Standards and Public Awareness/Campaign publications	10 days	Mon 02/04/12	Wed 18/04/12	66								
68		Standard and Public Awareness/Campaign publications received	10 days	Tue 08/05/12	Tue 22/05/12	67								
69		Provide Purbrooks with requirements for FtP publications	10 days	Tue 08/05/12	Tue 22/05/12	68SS								
70		FtP publications received	10 days	Wed 06/06/12	Wed 20/06/12	69								
71		Provide Purbrooks with requirements for Education and Guidance/Policy Publications, Information for Employers, Information for Journalists	10 days	Wed 06/06/12	Wed 20/06/12	70SS								



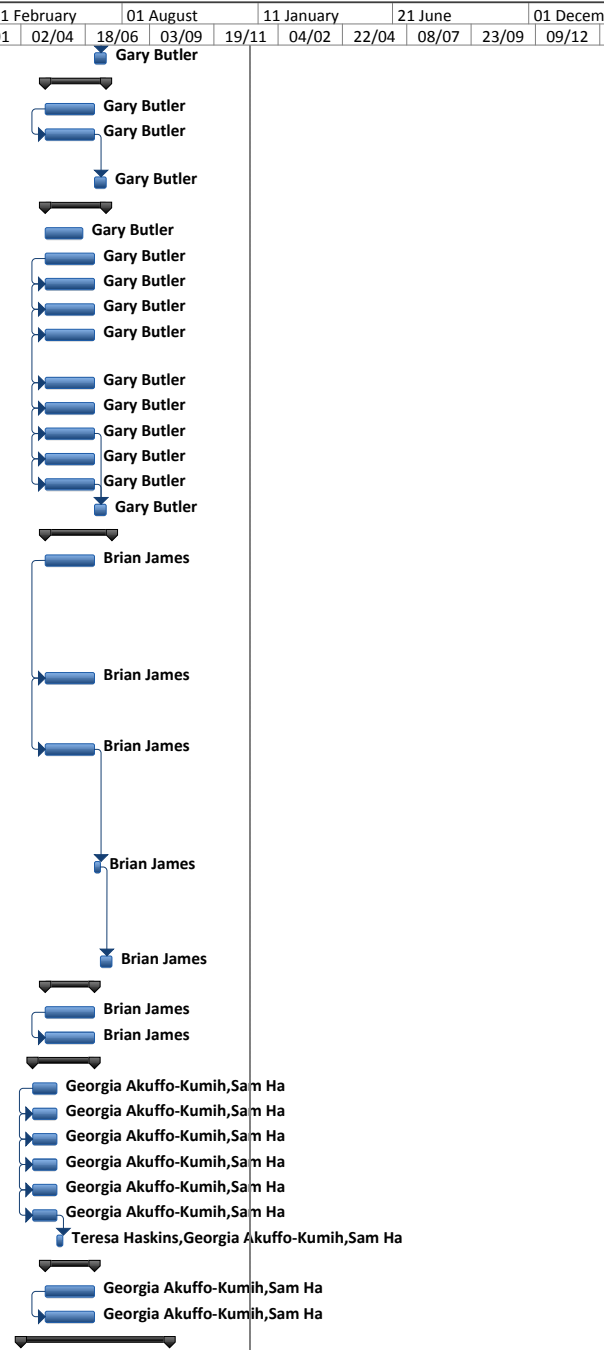
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							27/12	14/03	30/05	15/08	31/10	16/01	02/04	18/06
72		Education and Guidance/Policy publications, Information for Employers, Information for Journalists received	10 days	Mon 02/07/12	Mon 16/07/12	71								
73		Sign off on amended publications	1 day	Mon 16/07/12	Tue 17/07/12	72								
74		Source storage space for publications	20 days	Tue 17/07/12	Tue 14/08/12	73								
75		Stationery	45 days	Tue 08/05/12	Thu 12/07/12									
76		Provide Purbrooks with requirements for stationery changes	5 days	Tue 08/05/12	Tue 15/05/12									
77		Changes made to Letterhead x60,000 (general)	30 days	Tue 15/05/12	Thu 28/06/12	76								
78		Changes made to Letterhead x250,000 (Registrations)	30 days	Tue 15/05/12	Thu 28/06/12	77SS								
79		Changes made to Letterhead x20,000 (FTP)	30 days	Tue 15/05/12	Thu 28/06/12	78SS								
80		Changes made to Letterhead x10,000 (Welsh / bilingual)	30 days	Tue 15/05/12	Thu 28/06/12	79SS								
81		Changes made to Business cards x75 names x2	30 days	Tue 15/05/12	Thu 28/06/12	80SS								
82		Changes made to Feedback forms for meeting rooms x1,500	30 days	Tue 15/05/12	Thu 28/06/12	81SS								
83		Changes made to Compliment slips	30 days	Tue 15/05/12	Thu 28/06/12	82SS								
84		Amended documents received	10 days	Thu 28/06/12	Thu 12/07/12	83								
85		Other changes	40 days	Tue 01/05/12	Fri 29/06/12									
86		Internal telephone messages in department	40 days	Tue 01/05/12	Fri 29/06/12									
87		Individual email signatures in department	40 days	Tue 01/05/12	Fri 29/06/12	86SS								
88		Education	132 days	Tue 03/01/12	Wed 11/07/12									
89		Education communicate name change to education providers through emailed articles	20 days	Tue 03/01/12	Mon 30/01/12									
90		Education communicate name change to education providers through emailed articles	20 days	Tue 01/05/12	Tue 29/05/12	89								
91		Change Approval process documents – standard forms, guidance notes and letters/emails (approx. 100 documents)	40 days	Tue 08/05/12	Wed 04/07/12	90SS								
92		Change Annual monitoring process documents – standard forms, guidance notes and letters/emails (approx. 50 documents)	40 days	Tue 08/05/12	Wed 04/07/12	91SS								
93		Change Major change process documents – standard forms, guidance notes and letters/emails (approx. 50 documents)	40 days	Tue 08/05/12	Wed 04/07/12	92SS								
94		Change Complaints process – standard forms, guidance notes and letters/emails (approx. 30 documents)	40 days	Tue 08/05/12	Wed 04/07/12	93SS								
95		Miscellaneous internal documents – induction forms and handbook (5 documents)	40 days	Tue 08/05/12	Wed 04/07/12	94SS								
96		General guidance documents for education providers – including age discrimination, FAQs, overseas approval (5 documents)	40 days	Tue 08/05/12	Wed 04/07/12	95SS								
97		Education in-box standard templates (15 stationery emails)	40 days	Tue 08/05/12	Wed 04/07/12	96SS								
98		Sign off on changes	5 days	Thu 05/07/12	Wed 11/07/12	97								
99		Other changes	40 days	Tue 01/05/12	Fri 29/06/12									
100		Internal telephone messages in department	40 days	Tue 01/05/12	Fri 29/06/12									
101		Individual email signatures in department	40 days	Tue 01/05/12	Fri 29/06/12	100SS								
102		Facilities	104 days	Thu 01/03/12	Wed 01/08/12									
103		Confirm Business Card requirements with HPC users	20 days	Thu 01/03/12	Thu 29/03/12									



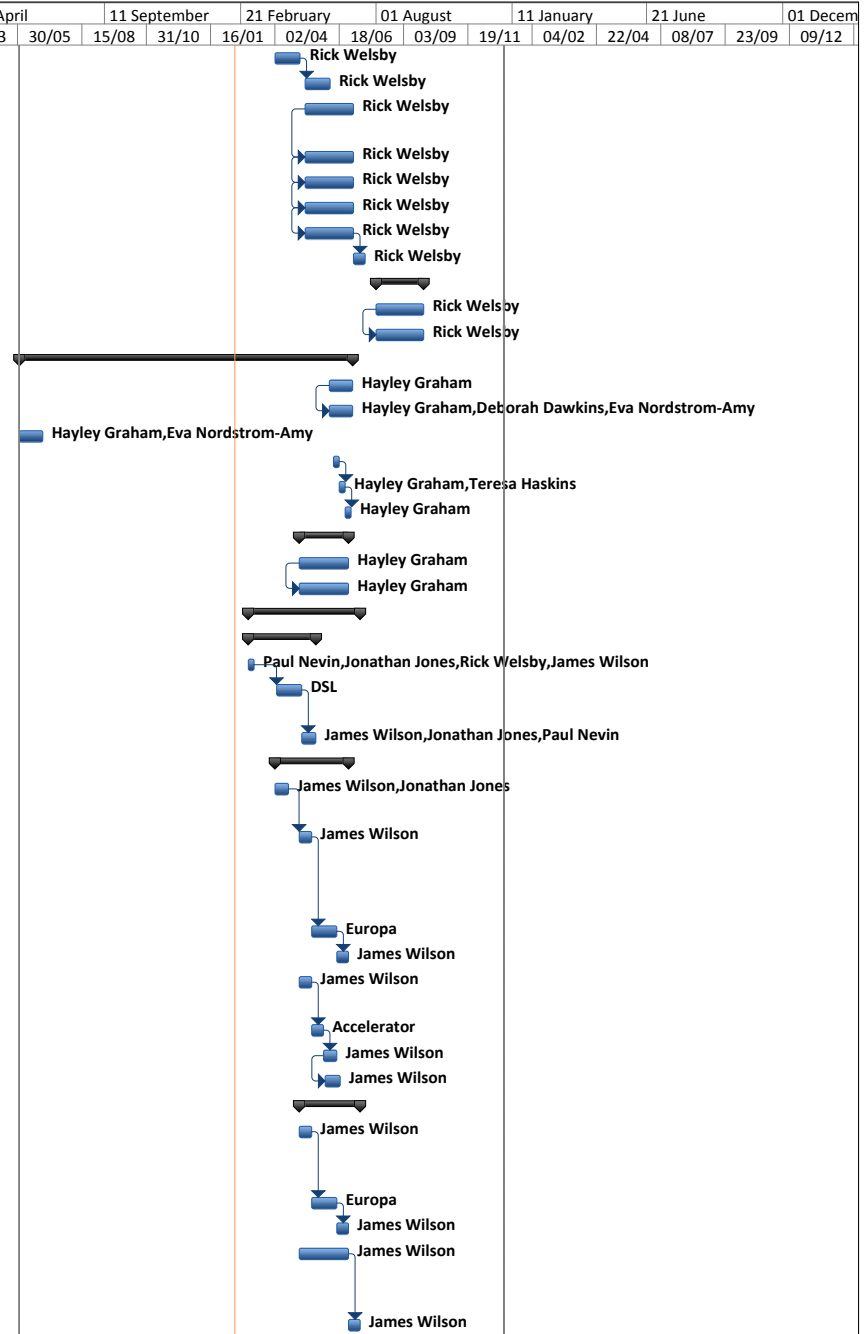
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							27/12	14/03	30/05	15/08	31/10	16/01	02/04	18/06
104		Engage with Suppliers re infrastructure changes	10 days	Tue 01/05/12	Wed 16/05/12	103								
105		Order external nameplates	5 days	Wed 16/05/12	Wed 23/05/12	104								
106		External nameplates built	20 days	Wed 23/05/12	Fri 22/06/12	105								
107		External nameplates received	5 days	Fri 22/06/12	Fri 29/06/12	106								
108		External nameplates installed	1 day	Tue 31/07/12	Wed 01/08/12	107								
109		Order 3D logos x2 (reception and rear doors)	5 days	Wed 16/05/12	Wed 23/05/12	105SS,104								
110		3D logos x2 (reception and rear doors) built	20 days	Wed 23/05/12	Fri 22/06/12	109								
111		3D logos x2 (reception and rear doors) received	5 days	Fri 22/06/12	Fri 29/06/12	110								
112		3D logos x2 installed	1 day	Tue 31/07/12	Wed 01/08/12	111								
113		Order manifestation to waiting room glazed partition (and those elsewhere in building inc. Room H)	5 days	Wed 16/05/12	Wed 23/05/12	109SS								
114		Manifestation to waiting room glazed partition (and those elsewhere in building inc. Room H) built	20 days	Wed 23/05/12	Fri 22/06/12	113								
115		Manifestation to waiting room glazed partition (and those elsewhere in building inc. Room H) received	5 days	Fri 22/06/12	Fri 29/06/12	114								
116		Manifestation to waiting room glazed partition (and those elsewhere in building inc. Room H) installed	1 day	Tue 31/07/12	Wed 01/08/12	115								
117		Engage with Suppliers re visitor passes	10 days	Tue 01/05/12	Wed 16/05/12									
118		Changes made to visitor passes (standard carriages)	20 days	Wed 16/05/12	Fri 15/06/12	113SS,117								
119		Changes made to visitor passes (HPC new pass)	20 days	Wed 16/05/12	Fri 15/06/12	118SS								
120		Changes made to visitor passes (proof creation)	20 days	Wed 16/05/12	Fri 15/06/12	119SS								
121		Changes to visitor passes signed off	5 days	Fri 15/06/12	Fri 22/06/12	120								
122		Franking machine logo changed	30 days	Wed 16/05/12	Fri 29/06/12	120SS								
123		Order statutory CCTV signs x2	10 days	Tue 01/05/12	Wed 16/05/12									
124		Statutory CCTV signed installed	1 day	Tue 31/07/12	Wed 01/08/12	123								
125		Change fax machine HCPC header identification	40 days	Tue 01/05/12	Fri 29/06/12	123SS								
126		Change reference to HPC on video conferencing unit	40 days	Tue 01/05/12	Fri 29/06/12	125SS								
127		Make changes to messages on reception telephone systems	10 days	Mon 02/07/12	Mon 16/07/12	126								
128		Other changes	40 days	Tue 01/05/12	Fri 29/06/12									
129		Internal telephone messages in department	40 days	Tue 01/05/12	Fri 29/06/12									
130		Individual email signatures in department	40 days	Tue 01/05/12	Fri 29/06/12	129SS								
131		Finance	81 days	Thu 15/03/12	Fri 13/07/12									
132		Make Legally Required Changes	81 days	Thu 15/03/12	Fri 13/07/12									
133		Paper to F&R Committee setting out name changes	1 day	Thu 15/03/12	Fri 16/03/12									
134		BACS account to change the Direct Debit Instruction (DDI) to be collected in the new name and change the DDI mandates	40 days	Tue 01/05/12	Fri 29/06/12	133								
135		Registration processing payments (Streamline machine) to change name on receipts	40 days	Tue 01/05/12	Fri 29/06/12	134SS								
136		Streamline contacted re account name change	40 days	Tue 01/05/12	Fri 29/06/12	135SS								
137		Cardnet contacted re account name change	40 days	Tue 01/05/12	Fri 29/06/12	136SS								
138		Procure new paying in books from bank	40 days	Tue 01/05/12	Fri 29/06/12	137SS								
139		Procure new cheques from bank	40 days	Tue 01/05/12	Fri 29/06/12	138SS								
140		Change name in Sage Accounts	40 days	Tue 01/05/12	Fri 29/06/12	139SS								
141		Change bank mandate	40 days	Tue 01/05/12	Fri 29/06/12	140SS								



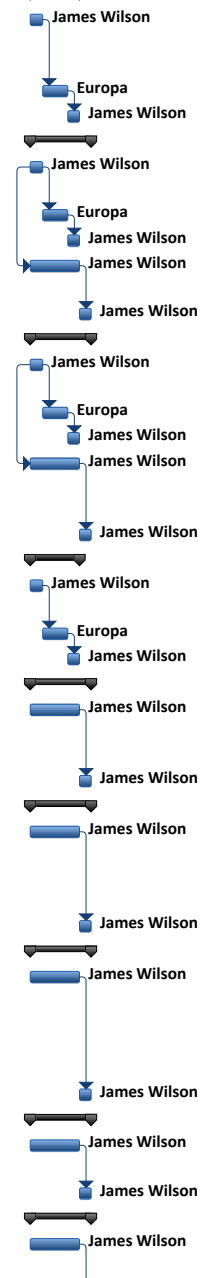
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							27/12	14/03	30/05	15/08	31/10	16/01	02/04	18/06
142		Sign off on legal changes	10 days	Fri 29/06/12	Fri 13/07/12	141								
143		Change Finance Forms	50 days	Tue 01/05/12	Fri 13/07/12									
144		Change remittance advice form	40 days	Tue 01/05/12	Fri 29/06/12									
145		Change expense claim forms – employees, Council, Committees, Partners, Witnesses	40 days	Tue 01/05/12	Fri 29/06/12	144SS								
146		Sign off on form changes	10 days	Fri 29/06/12	Fri 13/07/12	145								
147		Other finance changes	50 days	Tue 01/05/12	Fri 13/07/12									
148		Change logo on PRS	30 days	Tue 01/05/12	Fri 15/06/12									
149		Procure new purchase ledger stamps	40 days	Tue 01/05/12	Fri 29/06/12									
150		Contact all suppliers	40 days	Tue 01/05/12	Fri 29/06/12	149SS								
151		Change Partner Finance Forms	40 days	Tue 01/05/12	Fri 29/06/12	150SS								
152		Change logo & wording on Direct Debit mandate	40 days	Tue 01/05/12	Fri 29/06/12	151SS								
153		Contact banks re name change	40 days	Tue 01/05/12	Fri 29/06/12	152SS								
154		Online Worldpay account change	40 days	Tue 01/05/12	Fri 29/06/12	153SS								
155		Worldpay logo changed	40 days	Tue 01/05/12	Fri 29/06/12	154SS								
156		Internal telephone messages in department	40 days	Tue 01/05/12	Fri 29/06/12	155SS								
157		Individual email signatures in department	40 days	Tue 01/05/12	Fri 29/06/12	156SS								
158		Sign off on finance changes	10 days	Fri 29/06/12	Fri 13/07/12	155,157								
159		Fitness to Practise	55 days	Tue 01/05/12	Thu 19/07/12									
160		Changes made to documentation (internal changes): Practice notes (hard copy and on website), indicative sanctions policy, health and character policy, prosecutions policy and retention policy changed	40 days	Tue 01/05/12	Thu 28/06/12									
161		Changes made to documentation (internal changes): FTP operational guidance documents (FOGs) changed	40 days	Tue 01/05/12	Thu 28/06/12	160SS								
162		Changes made to documentation (internal changes): Logging, decision and assessment forms (approximately 286 standard documents / templates to be amended and uploaded onto Case Management System)	40 days	Tue 01/05/12	Thu 28/06/12	161SS								
163		FtP write to all Registrants, Employers, Complainant and Witnesses involved in cases that will be live on the date of the name change (approx 600 - 700 letters)	5 days	Fri 29/06/12	Thu 05/07/12	162								
164		Sign off on FtP changes	10 days	Fri 06/07/12	Thu 19/07/12	163								
165		Other changes	40 days	Tue 01/05/12	Fri 29/06/12									
166		Internal telephone messages in department	40 days	Tue 01/05/12	Fri 29/06/12									
167		Individual email signatures in department	40 days	Tue 01/05/12	Fri 29/06/12	166SS								
168		Human Resources	51 days	Mon 16/04/12	Fri 29/06/12									
169		Make changes to Policies (approx 30)	20 days	Mon 16/04/12	Tue 15/05/12									
170		Make changes to Template Letters	20 days	Mon 16/04/12	Tue 15/05/12	169SS								
171		Make changes to Forms	20 days	Mon 16/04/12	Tue 15/05/12	170SS								
172		Make changes to JDs	20 days	Mon 16/04/12	Tue 15/05/12	171SS								
173		Make changes to Other HR documents	20 days	Mon 16/04/12	Tue 15/05/12	172SS								
174		Make changes to online job boards	20 days	Mon 16/04/12	Tue 15/05/12	173SS								
175		Sign off on HR changes	5 days	Tue 15/05/12	Tue 22/05/12	174								
176		Other changes	40 days	Tue 01/05/12	Fri 29/06/12									
177		Internal telephone messages in department	40 days	Tue 01/05/12	Fri 29/06/12									
178		Individual email signatures in department	40 days	Tue 01/05/12	Fri 29/06/12	177SS								
179		IT	122 days	Mon 02/04/12	Thu 27/09/12									



ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	ber	01 April	11 September	21 February	01 August	11 January	21 June	01 Decem
							27/12	14/03	30/05	15/08	31/10	16/01	02/04	18/06
180		Procure Network Domain provider	20 days	Mon 02/04/12	Wed 02/05/12									
181		Make Network Domain changes	20 days	Tue 08/05/12	Wed 06/06/12	180								
182		Change all email addresses (and keep old addresses pointing to new addresses)	40 days	Tue 08/05/12	Thu 05/07/12									
183		Change Email databases x150	40 days	Tue 08/05/12	Thu 05/07/12	182SS								
184		Change Group email databases x90	40 days	Tue 08/05/12	Thu 05/07/12	183SS								
185		Change to web domain names (with Rackspace)	40 days	Tue 08/05/12	Thu 05/07/12	184SS								
186		Change logo on monitor desktop	40 days	Tue 08/05/12	Thu 05/07/12	185SS								
187		Sign off on IT changes	10 days	Thu 05/07/12	Thu 19/07/12	186								
188		Other changes	40 days	Wed 01/08/12	Thu 27/09/12									
189		Internal telephone messages in department	40 days	Wed 01/08/12	Thu 27/09/12									
190		Individual email signatures in department	40 days	Wed 01/08/12	Thu 27/09/12	189SS								
191		Partners	277 days	Wed 01/06/11	Wed 04/07/12									
192		Change Partner Policies	20 days	Wed 06/06/12	Wed 04/07/12									
193		Change Partner Recruitment Documents	20 days	Wed 06/06/12	Wed 04/07/12	192SS								
194		Change Partner Appraisal Forms	20 days	Wed 01/06/11	Wed 29/06/11									
195		Email to Partners about change of name	5 days	Mon 11/06/12	Mon 18/06/12									
196		Sign off on Partners products	5 days	Mon 18/06/12	Mon 25/06/12	195								
197		Partners documents uploaded to website	5 days	Mon 25/06/12	Mon 02/07/12	196								
198		Other changes	40 days	Tue 01/05/12	Fri 29/06/12									
199		Internal telephone messages in department	40 days	Tue 01/05/12	Fri 29/06/12									
200		Individual email signatures in department	40 days	Tue 01/05/12	Fri 29/06/12	199SS								
201		Registration	91 days	Thu 01/03/12	Fri 13/07/12									
202		NetRegulate and Online Renewals	54 days	Thu 01/03/12	Mon 21/05/12									
203		Engage with IT and DSL	5 days	Thu 01/03/12	Thu 08/03/12									
204		Changes to NetRegulate and Online Renewals made	20 days	Wed 04/04/12	Fri 04/05/12	203								
205		Sign off on changes	10 days	Fri 04/05/12	Mon 21/05/12	204								
206		General	59 days	Mon 02/04/12	Fri 29/06/12									
207		Provide Europa with revised logo for CH and HAD certificate and registration cards	10 days	Mon 02/04/12	Wed 18/04/12									
208		Provide Europa with requirements for How to Complete your CPD profile, How to fill in your Registration Renewal Form, C5 Envelopes, Renewal Forms, DD mandates	10 days	Tue 01/05/12	Wed 16/05/12	207								
209		Europa make changes	20 days	Wed 16/05/12	Fri 15/06/12	208								
210		Amended documents received	10 days	Fri 15/06/12	Fri 29/06/12	209								
211		Provide Accelerator with requirements for Registrant Surveys	10 days	Tue 01/05/12	Wed 16/05/12									
212		Accelerator make changes	10 days	Wed 16/05/12	Wed 30/05/12	211								
213		Amended documents received	10 days	Wed 30/05/12	Fri 15/06/12	212								
214		CH and HAD HCPC certificates issued	10 days	Fri 01/06/12	Tue 19/06/12	213SS								
215		UK Applications	50 days	Tue 01/05/12	Fri 13/07/12									
216		Provide Europa with requirements for application form & guidance notes, registration certificates and registration cards	10 days	Tue 01/05/12	Wed 16/05/12									
217		Europa make changes	20 days	Wed 16/05/12	Fri 15/06/12	216								
218		Amended documents received	10 days	Fri 15/06/12	Fri 29/06/12	217								
219		Changes made to documentation (internal changes): Pass list templates, equality and diversity forms	40 days	Tue 01/05/12	Fri 29/06/12									
220		Sign off on changes	10 days	Fri 29/06/12	Fri 13/07/12	219								



ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	ber	01 April	11 September	21 February	01 August	11 January	21 June	01 Decem
							27/12	14/03	30/05	15/08	31/10	16/01	02/04	18/06
221		Readmissions	40 days	Tue 01/05/12	Fri 29/06/12									
222		Provide Europa with requirements for application form and guidance notes and returners to practice forms	10 days	Tue 01/05/12	Wed 16/05/12									
223		Europa make changes	20 days	Wed 16/05/12	Fri 15/06/12	222								
224		Amended documents received	10 days	Fri 15/06/12	Fri 29/06/12	223								
225		International	50 days	Tue 01/05/12	Fri 13/07/12									
226		Provide Europa with requirements for application form and course information form	10 days	Tue 01/05/12	Wed 16/05/12									
227		Europa make changes	20 days	Wed 16/05/12	Fri 15/06/12	226								
228		Amended documents received	10 days	Fri 15/06/12	Fri 29/06/12	227								
229		Changes made to documentation (internal changes): Verification letter templates	40 days	Tue 01/05/12	Fri 29/06/12	226SS								
230		Sign off on changes	10 days	Fri 29/06/12	Fri 13/07/12	229								
231		Grandparenting	50 days	Tue 01/05/12	Fri 13/07/12									
232		Provide Europa with requirements for application form and guidance notes	10 days	Tue 01/05/12	Wed 16/05/12									
233		Europa make changes	20 days	Wed 16/05/12	Fri 15/06/12	232								
234		Amended documents received	10 days	Fri 15/06/12	Fri 29/06/12	233								
235		Changes made to documentation (internal changes): GP Group A assessment form and Group B assessment form	40 days	Tue 01/05/12	Fri 29/06/12	232SS								
236		Sign off on changes	10 days	Fri 29/06/12	Fri 13/07/12	235								
237		Paper renewals	40 days	Tue 01/05/12	Fri 29/06/12									
238		Provide Europa with requirements for final renewal form and renewal return envelopes	10 days	Tue 01/05/12	Wed 16/05/12									
239		Europa make changes	20 days	Wed 16/05/12	Fri 15/06/12	238								
240		Amended documents received	10 days	Fri 15/06/12	Fri 29/06/12	239								
241		CPD	50 days	Tue 01/05/12	Fri 13/07/12									
242		Changes made to documentation (internal changes): CPD profile form and assessor guidance	40 days	Tue 01/05/12	Fri 29/06/12									
243		Sign off on changes	10 days	Fri 29/06/12	Fri 13/07/12	242								
244		Temporary registration	50 days	Tue 01/05/12	Fri 13/07/12									
245		Changes made to documentation (internal changes): temp reg application form, temp reg database on Lotus Notes and temp register on website	40 days	Tue 01/05/12	Fri 29/06/12									
246		Sign off on changes	10 days	Fri 29/06/12	Fri 13/07/12	245								
247		Email Inboxes	50 days	Tue 01/05/12	Fri 13/07/12									
248		Changes made to standard templates for UK email; International email; International assessor; CPD email; CPD assessor; Verification email; Printing services; Outline bounce backs; Passlist	40 days	Tue 01/05/12	Fri 29/06/12									
249		Sign off on changes	10 days	Fri 29/06/12	Fri 13/07/12	248								
250		UK and International correspondence	50 days	Tue 01/05/12	Fri 13/07/12									
251		Changes made to standard letters on NetRegulate	40 days	Tue 01/05/12	Fri 29/06/12									
252		Sign off on changes	10 days	Fri 29/06/12	Fri 13/07/12	251								
253		Accelerator	50 days	Tue 01/05/12	Fri 13/07/12									
254		Changes made to questionnaires and online questionnaires	40 days	Tue 01/05/12	Fri 29/06/12									



ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	ber	01 April	11 September	21 February	01 August	11 January	21 June	01 Decem
							27/12	14/03	30/05	15/08	31/10	16/01	02/04	18/06
255		Sign off on changes	10 days	Fri 29/06/12	Fri 13/07/12	254					James Wilson			
256		External organisations/suppliers to contact	10 days	Mon 18/06/12	Mon 02/07/12						James Wilson			
257		Contact IELTS AND IMI with details of new name/logo etc	10 days	Mon 18/06/12	Mon 02/07/12						James Wilson			
258		Other changes	40 days	Tue 01/05/12	Fri 29/06/12						James Wilson			
259		Internal telephone messages in department	40 days	Tue 01/05/12	Fri 29/06/12						James Wilson			
260		Individual email signatures in department	40 days	Tue 01/05/12	Fri 29/06/12	259SS					James Wilson			
261		Secretariat	89.13 days	Thu 01/03/12	Wed 11/07/12									
262		Paper to Council seeking formal agreement to proceed with changing the name of the organisation	20 days	Thu 01/03/12	Wed 28/03/12						Jacqueline Ladds,Jonathan Jones,Steve Rayner			
263		Change Secretariat documents on website	20 days	Wed 06/06/12	Wed 04/07/12	262					Steve Rayner			
264		Change Code of Corporate Governance	20 days	Wed 06/06/12	Wed 04/07/12	263SS					Steve Rayner			
265		Council/Committee policies/procedures/forms	20 days	Wed 06/06/12	Wed 04/07/12	264SS					Steve Rayner			
266		Amend Secretariat processes	20 days	Wed 06/06/12	Wed 04/07/12	265SS					Steve Rayner			
267		Procure new Council seal	20 days	Wed 06/06/12	Wed 04/07/12	266SS					Steve Rayner			
268		Sign off on Secretariat changes	5 days	Wed 04/07/12	Wed 11/07/12	267					Steve Rayner,Louise Hart			
269		Other changes	40 days	Tue 01/05/12	Fri 29/06/12						Steve Rayner			
270		Internal telephone messages in department	40 days	Tue 01/05/12	Fri 29/06/12						Steve Rayner			
271		Individual email signatures in department	40 days	Tue 01/05/12	Fri 29/06/12	270SS					Steve Rayner			
272		Project Build: Programme of changes to internal-facing products NOT required for go-live	40.13 days	Mon 03/09/12	Mon 29/10/12									
273		Communications	35.13 days	Mon 03/09/12	Mon 22/10/12									
274		Intranet (logo)	20 days	Mon 03/09/12	Fri 28/09/12						Tony Glazier,Lan2Lan,Daniel Knight			
275		Intranet (content)	20 days	Mon 03/09/12	Fri 28/09/12	274SS					Tony Glazier,Lan2Lan,Daniel Knight			
276		Extranet - change branding	20 days	Mon 03/09/12	Fri 28/09/12	275SS					Tony Glazier,Daniel Knight			
277		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12	276SS					Jonathan Jones,Jacqueline Ladds,Tony Glazier			
278		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	277					Tony Glazier,Jonathan Jones,Jacqueline Ladds			
279		Education	35 days	Mon 03/09/12	Mon 22/10/12									
280		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12						Brian James			
281		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	280					Brian James			
282		Facilities	35 days	Mon 03/09/12	Mon 22/10/12									
283		Order HCPC branded mugs x500	10 days	Mon 03/09/12	Mon 17/09/12						Steve Hall			
284		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12	283SS					Steve Hall			
285		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	284					Steve Hall			
286		Finance	40 days	Mon 03/09/12	Mon 29/10/12									
287		HMRC to change name for Corporate Tax purposes	30 days	Mon 03/09/12	Mon 15/10/12						Gary Butler			
288		HMRC to be contacted to change name on Sage Payroll	40 days	Mon 03/09/12	Mon 29/10/12	287SS					Gary Butler			
289		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12	288SS					Gary Butler			
290		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	289					Gary Butler			
291		Fitness to Practise	35 days	Mon 03/09/12	Mon 22/10/12									
292		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12						Brian James			
293		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	292					Brian James			
294		Human Resources	35 days	Mon 03/09/12	Mon 22/10/12									
295		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12						James Wilson			
296		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	295					James Wilson			
297		IT	40 days	Mon 03/09/12	Mon 29/10/12									
298		Change security markings on all hardware / asset labels	30 days	Mon 03/09/12	Mon 15/10/12						Rick Welsby			
299		Change Application databases x70	40 days	Mon 03/09/12	Mon 29/10/12	298SS					Rick Welsby			

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	ber	01 April	11 September	21 February	01 August	11 January	21 June	01 Decem
							27/12	14/03	30/05	15/08	31/10	16/01	02/04	18/06
300		Change Blackberry systems	30 days	Mon 03/09/12	Mon 15/10/12	299SS								
301		Change IT service desk system	30 days	Mon 03/09/12	Mon 15/10/12	300SS								
302		Change Pre-Printer Processing Database in Lotus Notes	30 days	Mon 03/09/12	Mon 15/10/12	301SS								
303		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12	302SS								
304		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	303								
305		Partners	35 days	Mon 03/09/12	Mon 22/10/12									
306		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12									
307		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	306								
308		Registration	40 days	Mon 03/09/12	Mon 29/10/12									
309		Other changes	40 days	Mon 03/09/12	Mon 29/10/12									
310		Changes made to International documentation (internal changes): EEA Assessment feedback forms, International assessment forms, EEA Assessor guidance, International assessor guidance, Assessor email templates	40 days	Mon 03/09/12	Mon 29/10/12									
311		Doc XP (Peladon)	20 days	Mon 03/09/12	Mon 01/10/12									
312		Engage with Peladon and provide them with requirements	5 days	Mon 03/09/12	Mon 10/09/12	310SS								
313		Peladon make changes	10 days	Mon 10/09/12	Mon 24/09/12	312								
314		Sign off on changes	5 days	Mon 24/09/12	Mon 01/10/12	313								
315		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12									
316		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	315								
317		Internal communications	40 days	Mon 03/09/12	Mon 29/10/12									
318		Changes made to training materials	30 days	Mon 03/09/12	Mon 15/10/12									
319		Sign off on changes	10 days	Mon 15/10/12	Mon 29/10/12	318								
320		Ibs Reports	40 days	Mon 03/09/12	Mon 29/10/12									
321		Changes made to wording on system	30 days	Mon 03/09/12	Mon 15/10/12									
322		Sign off on changes	10 days	Mon 15/10/12	Mon 29/10/12	321								
323		Archiving	40 days	Mon 03/09/12	Mon 29/10/12									
324		Changes made to standard archiving templates	30 days	Mon 03/09/12	Mon 15/10/12									
325		Sign off on changes	10 days	Mon 15/10/12	Mon 29/10/12	324								
326		Plasmanet	30 days	Mon 03/09/12	Mon 15/10/12									
327		Change plasma screen templates	30 days	Mon 03/09/12	Mon 15/10/12									
328		Secretariat	35 days	Mon 03/09/12	Mon 22/10/12									
329		Make changes to Extranet	30 days	Mon 03/09/12	Mon 15/10/12									
330		Sign off on Extranet changes	5 days	Mon 15/10/12	Mon 22/10/12	329								
331		Intranet pages for department	30 days	Mon 03/09/12	Mon 15/10/12	329SS								
332		Sign off Intranet changes	5 days	Mon 15/10/12	Mon 22/10/12	331								
333		Project Close	40 days	Thu 01/11/12	Mon 31/12/12									
334		Lessons Learnt Meeting takes place	5 days	Thu 01/11/12	Thu 08/11/12									
335		Post Project Review Plan drafted	10 days	Thu 08/11/12	Thu 22/11/12	334								
336		Post Project Review Plan signed off	5 days	Thu 22/11/12	Thu 29/11/12	335								
337		End Project Report drafted	10 days	Thu 29/11/12	Thu 13/12/12	336								
338		End Project Report signed off	5 days	Thu 13/12/12	Thu 20/12/12	337								
339		Project Files Archived	5 days	Thu 20/12/12	Mon 31/12/12	338								

